REMARKS

Applicants respectfully request further examination and reconsideration in view of the comments set forth fully below. Claims 1-54 were previously pending in this application. Within the Office Action, Claims 1-54 have been rejected. By the above amendments, Claims 1, 16, 25, 39, 53 and 54 have been amended. Claims 1-54 are now pending in this application.

The applicant's attorney would like to thank Examiner Pwu for his time and courteousness extended during the telephonic interview on December 18, 2006. During this interview the differences between the cited Caswell reference and the present invention were discussed. Specifically, it was agreed that Caswell does not teach initiating a remote interactive diagnostic process at the gateway device for automatically diagnosing problems with a selected electronic device. Further, Examiner Pwu also agreed to withdraw the finality of the Office Action of September 25, 2006.

Rejections Under 35 U.S.C. § 102

Within the Office Action, Claims 1-54 have been rejected under 35 U.S.C. §102(b) as being anticipated by U.S. Patent No. 5,964,891 to Caswell et al. (hereinafter "Caswell"). As discussed during the telephonic interview of December 18, 2006, Caswell does not teach initiating a remote interactive diagnostic process at a gateway device for automatically diagnosing problems with a selected electronic device. Caswell does not teach downloading an interactive support service application associated with a selected device from a selected server computing system and executing the downloaded interactive support service application at a gateway device to provide a remote interactive support service process for the selected device. Further, Caswell does not teach executing the downloaded interactive support service application to determine the current functional state of the selected device. Still further, Caswell does not teach displaying user instructional information corresponding to the current functional state on the display unit.

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Caswell teaches a diagnostic system for a distributed data access networked system. Caswell teaches that the data access networked system includes a plurality of data service systems coupled together. [Caswell, col. 2, lines 52-53] The data service systems are employed by an Internet/Intranet service provider to offer data services to users or subscribers connected to the respective data service system. [Caswell, col. 3, line 57-60] Caswell also teaches that the diagnostic system includes a number of diagnostic modules, each running a number of diagnostic tests within one of the data service systems upon receiving a diagnostic request. [Caswell, col. 2, lines 54-57] The function of the diagnostic terminal of Caswell is to allow its user or operator to generate a diagnostic request, and to send the diagnostic request to the diagnostic server that is connected to the terminal. [Caswell, col. 4, lines 27-31] Caswell further teaches that the subscriber terminals may be at the residences, schools or offices of the subscribers. [Caswell, col. 4, lines 53-54] Each of the subscriber terminals of Caswell includes a web browser that allows the subscriber to access the Internet or Intranet services via the Internet/Intranet service system. [Caswell, col. 4, lines 54-57] As described above, Caswell does not teach initiating a remote interactive diagnostic process at a gateway device for automatically diagnosing problems with a selected electronic device. As also described above, Caswell does not teach downloading an interactive support service application associated with a selected device from a selected server computing system and executing the downloaded interactive support service application at a gateway device to provide a remote interactive support service process for the selected device. Further, Caswell does not teach executing the downloaded interactive support service application to determine the current functional state of the selected device. Still further, Caswell does not teach displaying user instructional information corresponding to the current functional state on the display unit.

In contrast to the teachings of Caswell, the claimed remote manual, maintenance, and diagnostic services for networked electronic devices provides a process of identifying and managing interactive support service applications associated with consumer electronic devices in a home network system. A client side process, executed by a client computing system in the home network, operates in conjunction with a server side process executed by a server computing system that is communicatively coupled with the client computing system via the Internet. In one embodiment, the client computing system is implemented as a gateway device communicatively coupled with each of the electronic devices via the home network. The gateway device is operative to access the Internet and is communicatively coupled with a display unit. The interactive support service includes a remote interactive manual service providing educational instructions to a user of the home network system regarding operation of the selected device, a remote interactive maintenance/diagnostic service for instructing a home network system user in solving maintenance problems associated with the selected device, or a combination remote interactive manual/maintenance/diagnostic service. As described above, Caswell does not teach initiating a remote interactive diagnostic process at a gateway device for automatically diagnosing problems with a selected electronic device. As also described above, Caswell does not teach downloading an interactive support service application associated with a selected device from a selected server computing system and executing the downloaded interactive support service application at a gateway device to provide a remote interactive support service process for the selected device. Further, as described above, Caswell does not teach or suggest downloading an interactive support service application that is a diagnostic application including instructions executable by the selected device to determine a current functional state of the selected device.

Per the Examiner's suggestion during the telephonic interview of December 18, 2006, the claims have all been amended to include initiating a remote interactive diagnostic process at a gateway device for automatically diagnosing problems with a selected electronic device. This

limitation is supported by the present specification. Specifically, it is illustrated within the graphical user interface of Figure 6 and taught within the present specification that the "button 236 [is] for initiating a remote interactive diagnostic process for automatically diagnosing problems with the associated device." [Present Specification, page 14, lines 10-21, Figure 6]

The independent Claim 1 is directed to a process of identifying and managing interactive support service applications associated with consumer electronic devices, the process for execution by a gateway device communicatively coupled with each of the electronic devices via a home network, the gateway device being operative to access the Internet and being communicatively coupled with a display unit. The process of Claim 1 comprises initiating a remote interactive diagnostic process at the gateway device, for automatically diagnosing problems with a selected one of the electronic devices. The remote interactive diagnostic process comprises determining device identification information associated with the selected one of the electronic devices for which a support service application is required, providing said device identification information to a selected server computing system via the Internet, downloading an interactive support service application associated with said selected device from the selected server computing system and executing said downloaded interactive support service application at the gateway device to provide a remote interactive support service process for said selected device, wherein said interactive support service application comprises a diagnostic application including instructions executable by said gateway device to determine a current functional state of said selected device and determine diagnostic information based on said current functional state of said selected device, said diagnostic information indicating a problem associated with said selected device. As described above, Caswell does not teach initiating a remote interactive diagnostic process at the gateway device, for automatically diagnosing problems with a selected one of the electronic devices. As also described above, Caswell does not teach downloading an interactive support service application associated with a selected device from a selected server

computing system and executing the downloaded interactive support service application at a gateway device to provide a remote interactive support service process for the selected device. Further, as described above, Caswell does not teach or suggest downloading an interactive support service application that is a diagnostic application including instructions executable by the gateway device to determine a current functional state of the selected device. For at least these reasons, the independent Claim 1 is allowable over the teachings of Caswell.

Claims 2-15 are all dependent on the independent Claim 1. As described above, the independent Claim 1 is allowable over the teachings of Caswell. Accordingly, Claims 2-15 are all also allowable as being dependent on an allowable base claim.

The independent Claim 16 is directed to a service management software system for execution by a gateway device communicatively coupled with at least one electronic device via a home network, the software system for identifying and managing interactive support service applications associated with each of the electronic devices, the gateway device being operative to access the Internet. The service management software system of Claim 16 comprises an input for initiating a remote interactive diagnostic process for automatically diagnosing problems with a selected one of the electronic devices, a home network bridge supported by a platform for receiving device identification information associated with the selected one of the electronic devices for which a service application is required, a service manager supported by the platform and being operative to form a uniform resource locator based at least in part on said device identification information and an internet bridge supported by the platform and being responsive to receive said uniform resource locator from said service manager via the platform, and being operative to access a selected server computing system via the Internet using said uniform resource locator, and to download an interactive support service application associated with said selected device, wherein the platform is operative to dynamically load and unload support service applications and further wherein said interactive support application comprises a diagnostic

application including instructions executable by said gateway device to determine a current functional state of said selected device and determine diagnostic information based on said current functional state of said selected device, said diagnostic information indicating a problem associated with said selected device. As described above, Caswell does not teach an input for initiating a remote interactive diagnostic process for automatically diagnosing problems with a selected one of the electronic devices. As also described above, Caswell does not teach an internet bridge to download an interactive support service application associated with a selected device. Further, as described above, Caswell does not teach or suggest downloading an interactive support service application that is a diagnostic application including instructions executable by the gateway device to determine a current functional state of the selected device. For at least these reasons, the independent Claim 16 is allowable over the teachings of Caswell.

Claims 17-24 are all dependent on the independent Claim 16. As described above, the independent Claim 16 is allowable over the teachings of Caswell. Accordingly, Claims 17-24 are all also allowable as being dependent on an allowable base claim.

The independent Claim 25 is directed to a process of identifying and providing interactive support service applications associated with consumer electronic devices, the process for execution by a server computing system that is communicatively coupled with at least one client computing system via the Internet, the process initiated at a client computing system for diagnosing problems with a particular consumer electronics device. The process of Claim 25 comprises receiving device identification information from the client computing system, the device identification information indicating the particular consumer electronic device, accessing a selected interactive support service application associated with the particular device based on said device identification information and providing said selected interactive support service application associated with the particular device to the client computing system, said selected interactive support application including instructions executable by the client computing system

for providing an interactive support service process associated with the particular device, wherein said selected interactive support application comprises a diagnostic application including instructions executable by said client computing system to determine a current functional state of said particular device and determine diagnostic information based on said current functional state of said particular device, said diagnostic information indicating a problem associated with said selected device. As described above, Caswell does not teach a process initiated at a client computing system for diagnosing problems with a particular consumer electronic device. As also described above, Caswell does not teach accessing a selected interactive support service application associated with the particular device based on the device identification information. Further, as described above, Caswell does not teach or suggest providing the interactive support service application that is a diagnostic application including instructions executable by the client computing system to determine a current functional state of the particular device. For at least these reasons, the independent Claim 25 is allowable over the teachings of Caswell.

Claims 26-38 are all dependent on the independent Claim 25. As described above, the independent Claim 25 is allowable over the teachings of Caswell. Accordingly, Claims 26-38 are all also allowable as being dependent on an allowable base claim.

The independent Claim 39 is directed to a process of identifying and providing interactive support service applications associated with consumer electronic devices, the process for execution by a server computing system that is communicatively coupled with at least one client computing system via the Internet, the client computing system being communicatively coupled with at least one electronic device, the process initiated at the client computing system for diagnosing problems with a particular consumer electronic device. The process of Claim 39 comprises receiving device identification information from the client computing system, the device identification information indicating the particular consumer electronic device that is

communicatively coupled with the client computing system, providing an interactive support service application associated with the particular device to the client computing system via the Internet, the application including instructions executable by the client computing system for providing an interactive support service process including determining a current functional state of said selected device and a problem associated with the particular device, receiving diagnosis information from the client computing system, said diagnosis information indicating a diagnosed problem associated with the particular device that is determined as a result of execution of said instructions by the client computing system and creating a database record based on said diagnosis information and said device identification information, said record indicating said diagnosed problem associated with the particular device. As described above, Caswell does not teach a process initiated at a client computing system for diagnosing problems with a particular consumer electronic device. As also described above, Caswell does not teach providing an interactive support service application associated with the particular device to the client computing system. Further, as described above, Caswell does not teach or suggest providing an interactive support service application to the client computing system including instructions executable by the client computing system for determining a current functional state of the selected device. For at least these reasons, the independent Claim 39 is allowable over the teachings of Caswell.

Claims 40-52 are all dependent on the independent Claim 39. As described above, the independent Claim 39 is allowable over the teachings of Caswell. Accordingly, Claims 40-52 are all also allowable as being dependent on an allowable base claim.

The independent Claim 53 is directed to a process of identifying and managing interactive support service applications associated with consumer electronic devices, the consumer electronic devices coupled together within a home network including a gateway device coupled to access the Internet and coupled to a display unit. The process executed by the gateway device of Claim 53 comprises initiating a remote interactive diagnostic process at the gateway device,

for automatically diagnosing problems with a selected one of the electronic devices. The remote interactive diagnostic process of Claim 53 comprises determining device identification information associated with the selected one of the electronic devices for which a support service application is required, providing the device identification information to a support server computing system via the Internet, downloading an interactive support service application associated with the selected device from the support server computing system, the interactive support service application comprising a diagnostic application including instructions executable by the gateway device to determine a current functional state of the selected device and determine diagnostic information indicating a problem associated with the selected device based on the current functional state of the selected device and executing the downloaded interactive support service application at the gateway device to provide a remote interactive support service process for the selected device. As described above, Caswell does not teach initiating a remote interactive diagnostic process at the gateway device, for automatically diagnosing problems with a selected one of the electronic devices. As also described above, Caswell does not teach downloading an interactive support service application associated with a selected device from a support server computing system and executing the downloaded interactive support service application at a gateway device to provide a remote interactive support service process for the selected device. Further, as described above, Caswell does not teach or suggest downloading an interactive support service application that is a diagnostic application including instructions executable by the gateway device to determine a current functional state of the selected device. For at least these reasons, the independent Claim 53 is allowable over the teachings of Caswell.

The independent Claim 54 is directed to a process of identifying and managing interactive support service applications associated with consumer electronic devices, the consumer electronic devices coupled together within a home network including a gateway device coupled to access the Internet and coupled to a display unit. The process executed by the gateway device of Claim 54 comprises initiating a remote interactive diagnostic process at the gateway device,

for automatically diagnosing problems with a selected one of the electronic devices. The remote interactive diagnostic process of Claim 54 comprises determining device identification information associated with the selected one of the electronic devices for which a support service application is required, providing the device identification information to a support server computing system via the Internet, downloading an interactive support service application associated with the selected device from the support server computing system, the interactive support service application comprising one or more of a remote support service application regarding use of the selected device, a remote interactive diagnosis support service application enabling remote and interactive determination of a current functional state of the selected device and diagnostic information indicating a problem associated with the selected device based on the current functional state of the selected device, and a remote maintenance support service application providing for performance of remote maintenance functions on the selected device, executing the downloaded interactive support service application at the gateway device to provide a remote interactive support service process for the selected device and to determine the current functional state of the selected device and displaying information indicative of the current functional state of the selected device and user instructional information corresponding to the current functional state on the display unit. As described above, Caswell does not teach initiating a remote interactive diagnostic process at the gateway device, for automatically diagnosing problems with a selected one of the electronic devices. As also described above, Caswell does not teach downloading an interactive support service application associated with a selected device from a support server computing system and executing the downloaded interactive support service application at a gateway device to provide a remote interactive support service process for the selected device. For at least these reasons, the independent Claim 54 is allowable over the teachings of Caswell.

For the reasons given above, the Applicants respectfully submit that the pending claims are in condition for allowance. Applicants request the Examiner reconsider, withdraw the rejections in the Office Action, and allow all pending claims. If the Examiner has any questions or comments, he is encouraged to call the undersigned at (408) 530-9700 to quickly resolve any issues.

Respectfully submitted,
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